

TO: SPIRIT Committee  
FROM: Patrick Lawton, City Administrator  
RE: Nomination of Kenneth Tuggle for September 2012

1. Service Excellence:

As an on-call employee, Kenneth is responsible for promptly responding to calls, no matter the time of day or night. This responsibility has resulted in a high level of respect for getting a job done as quickly and efficiently as possible so that residents' needs are met. As soon as a call is received from dispatch, Kenneth responds quickly by contacting the resident to let them know that someone is on their way. He is also mindful to check with the resident, if they are available, to be sure they are satisfied with the work once completed. Kenneth is committed to providing the highest level of service possible to all residents.

2. Producing A Results:

Kenneth always makes sure that needed supplies are on hand by communicating with the shop about inventory and supplies that need to be ordered. Ensuring that supplies are on hand when needed allows Kenneth and other employees to perform their work efficiently and reduces downtime and further damage that might be caused while waiting for materials and supplies. Kenneth also learns from problems that occur. He learns from mistakes and applies this new knowledge to future jobs.

3. Initiative:

Kenneth tackles any problem head on with no complaints or criticism. He works diligently until the problem is fixed no matter how long it takes. He puts everything he has into the task at hand. He responds quickly and works hard to prevent future problems when possible.

4. Responsible:

In his position, residents have offered Kenneth money or gifts for prompt and courteous service. But because of the City's ethics code, he has respectfully declined these offers. When a resident told him that if he didn't take the money he was just going to throw it away Kenneth replied, "Well, I guess you will have to throw it away."

On August 24<sup>th</sup> while driving west on Poplar Avenue I witnessed Kenneth and co-workers changing a tire for a stranded motorist. Traffic was very heavy and staff was obviously in route to a project. Nonetheless, they helped this young lady change her tire and probably prevented a serious accident from occurring.

5. Innovative:

Kenneth is not afraid to ask, "what if?" In his line of work there is not one set way of doing things. Crews always have to have a backup plan for the unexpected. He prepares for this by stocking extra supplies on the truck and discussing with the crew possible problems that they could run into. This helps reduce waste by cutting down on travel time to and from the shop and by anticipating problems before they occur.

6. Teamwork:

Kenneth is a team player in all aspects of his job. When working on a long job, he is quick to jump in and help a co-worker. He is even willing to help when he isn't on the clock. For example, Kenneth attends many of the city events and has pitched in to help public services employees who are working the event on many occasions.